

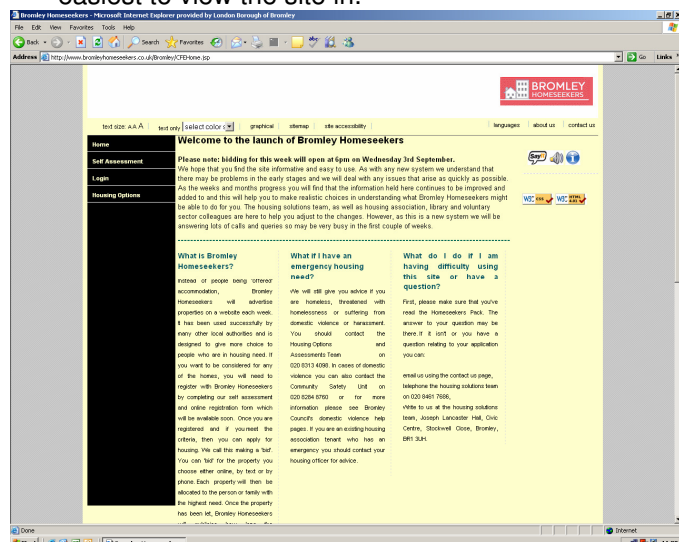
# Bromley Homeseekers User Guide



## Introduction to the Bromley Homeseekers site:

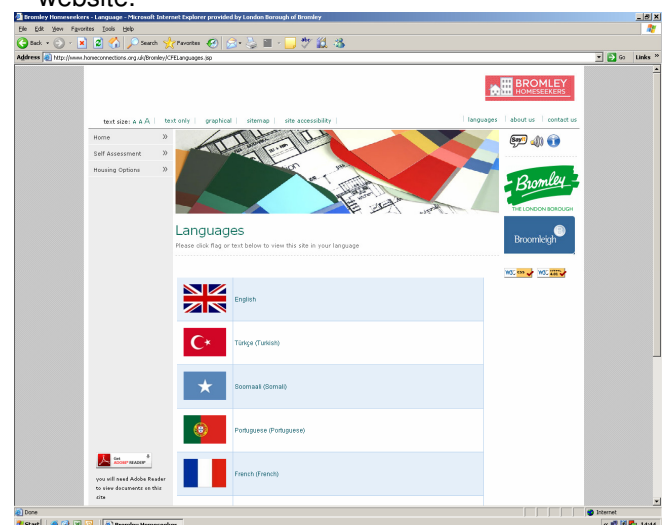


1. **text size: A A A** : Click on the different sizes of the text options to increase or decrease the text throughout the website. The middle size is the standards text size which can be returned to at any point by reselecting the middle 'A'.
2. **text only** : Click on this option to remove all the images form the website. This will help you if you are using a braille reader device or would like to view the website in different colour contrasts (explained below).
3. **select color** : This option will appear once you remove the images by selecting the 'text only' option. If you click on the drop down arrow you will be able to select the colour contrast that you find easiest to view the site in.



4. **graphical** : Click on 'graphical' to return the website to its normal view.

5. **sitemap** : Click on 'sitemap' to view an index of all the pages on the Bromley Homeseekers website.
6. **site accessibility** : If you are uncomfortable using a mouse to navigate around the website, it is possible to use shortcut keys just by using your keyboard. For a list of these shortcut keys, click on 'site accessibility'.
7. **languages** : If you would like to view the website in a different language, click on the 'languages' option. There are 9 different languages to choose from that will translate all of the key information throughout the website.



8. **about us** : The 'about us' page offers a brief introduction to the London Borough of Bromley and explains that as a Council we own no housing stock.
9. **contact us** : Click on 'contact us' to view the contact details for our housing solutions team and the opening times for the housing department.



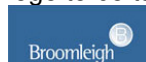
10. **Say It** : If you click on the 'Say It' option of the site, the text on the website will automatically be read out to you through the computer speakers. If sound is not enabled on the computer you are using (sound will not be enabled on most public use PCs) then you can request some headphones to plug into the computer and the sound will become enabled.



11. **Information icon** : You will find these quick information buttons throughout the website. If you hover over these an information box will appear with explanations for the key areas of the specific page you are on.



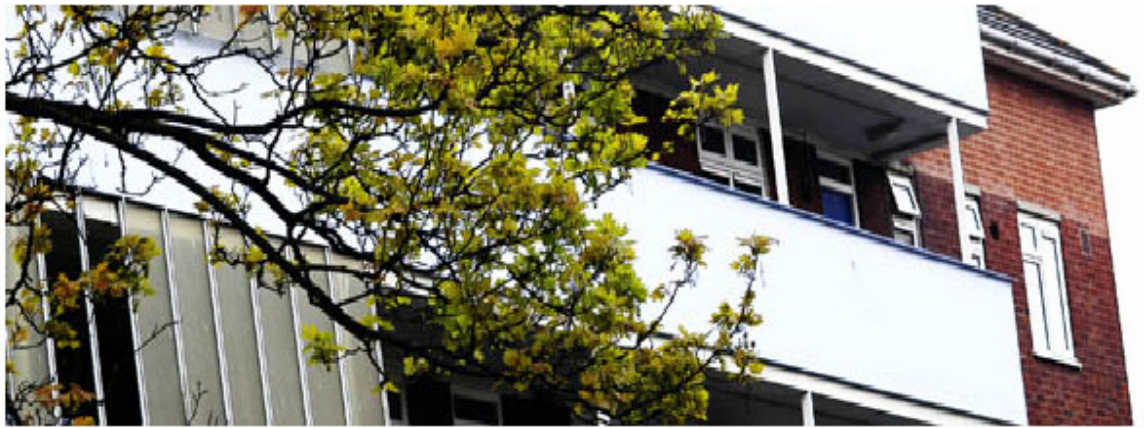
12. **Bromley logo** : Click on the London Borough of Bromley logo to be taken to the Bromley Council website.



13. **Broomleigh logo** : Click on the Broomleigh logo to be taken to the Broomleigh Housing Association website.

## Navigating around the key areas of the Bromley Homeseekers website:

Home	>>
Login	>>
See All Properties	>>
Self Assessment	>>
Housing Options	>>
This week's advert and results hyperlink	>>



1. 

Home	>>
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 : You can return to the Bromley Homeseekers home page at any time by clicking on the 'Home' button on the left hand side of the screen. The 'Home' button will be visible on your screen at all times.

2. 

Login	>>
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 : Click on the 'Login' button to login to your Bromley Homeseekers account. You will only have your login details if you have registered with Bromley Homeseekers by completing our online registration form or if you were previously on the Council's or a partner Housing Association's housing register then your login details will have been sent to you with your Homeseekers Pack. Once you have logged in you will be able to make a bid on a property and inform us of any changes in your personal circumstances. If you are a new user you will receive your User ID and Pin once you have completed the online registration form. If you have lost your login details please see the contact numbers at the end of this guide.

3. 

See All Properties	>>
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 : If you would like a quick view of all the properties that are available to bid on this week, click on the 'See All Properties' button. You will be able to look at all properties available this week, even those that you are not eligible to bid on. You will not be able to bid on the properties until you have logged in but you will be able to search for and view properties on the website.

4. 

Self Assessment	>>
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 : In order to be a part of Bromley Homeseekers and bid on properties you must complete the online registration form. To do this you must first complete the self assessment. You will be guided through a small number of questions and asked about your family composition. When you have completed the self assessment the

system will automatically provide you with your assessed bedroom needs and your likely banding.

**Please note: this banding is only an estimate to give you an idea of your likely waiting time, you will be given your official banding once your registration form is fully assessed.** Once you have completed the self assessment you will be able to see how long you are likely to wait for housing if you regularly make bids with Bromley Homeseekers. You may wish to pursue other options and there will be a number of options advertised on the Bromley Homeseekers website. If you still wish to proceed with an application you can click on 'Register Now' and complete the online registration form.

5. 

Housing Options	>>
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 : Click on 'Housing Options' to view information about all of the housing options and schemes that are available. These will help you find alternative solutions to joining Bromley Homeseekers where you could be waiting many years for a property. The housing options section gives you detailed information about each of our schemes and the relevant contact details for each one.

6. 

This week's advert and results hyperlink	>>
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 : Each week we will be publishing an advert which contains all available properties for bidding. A paper copy of this can be collected from the Bromley Civic Centre offices or your local library or if you click on 'This week's advert and results hyperlink' you will be taken to an electronic copy. The adverts contain information about each property available, including the number of bedrooms, weekly rent and any bidding restrictions. You will also be able to note the advert number of a specific property that you wish to bid for and can type this into the search in 'See All Properties' to go directly to this property.

**Please note: online registration is currently unavailable. If you complete the Self Assessment form you will be contacting once full online registration is available**

If you would like to join Bromley Homeseekers, you will need to complete the online registration form. Before you do, you need to complete the self assessment which will give you an idea of your likely banding prior to completing the full online registration form. You will also be able to view average waiting times for your band and housing requirements to help you decide if you wish to progress with Bromley Homeseekers or would like to pursue other housing options.

- Brookley Homelessness Self Assessment - Microsoft Internet Explorer provided by London Borough of Bromley

File Edit View Favorites Tools Help

Address http://www.bromley.gov.uk/Internet/Forms/Default.aspx?PageID=126&Assessment

text size: a & A | text only | graphical | sitemap | site accessibility | languages | about us | contact us

Home

Self Assessment

Housing Options

**Self Assessment**

Choose an option then click on Next Question

**Question 1: Are you homeless, threatened with homelessness or experiencing domestic violence or harassment?**

☐ No

☐ Yes

« First Question Next Question »

Start Again

you will need Adobe Reader to view documents on this site

- the age of 18, please count a couple as 1 person.**

Bromley Homeless - Self Assessment - Microsoft Internet Explorer by London Borough of Bromley

File Edit View Favorites Tools Help

Address http://www.bromleyconnections.org.uk/Bromley/CTSelfAssessment.jsp?selectedScreen=SelfCTSelfAssessment

home languages about us contact us

home

text size: a A A text only graphical streamer site accessibility languages about us contact us

home

Self Assessment

Choose an option then click on Next Question

Next Question

Question 9: About your household

Enter your personal information

Age Group 18-53 Gender Male

Enter your Partner's information

Age Group 18-53 Gender Female

Dependent Children - Number of Females

0-4 None

5-6 None

7-9 None

10-13 None

14-15 None

0-4 None

5-6 None

7-9 None

10-13 None

14-15 None

Dependent Children - Number of Males

0-4 None

5-6 None

7-9 None

10-13 None

14-15 None

Download

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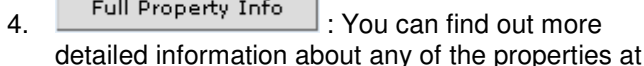
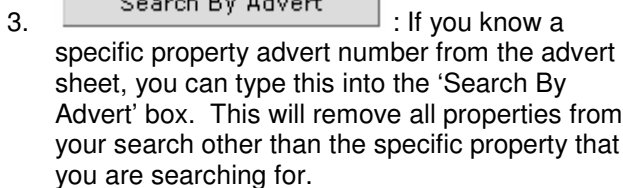
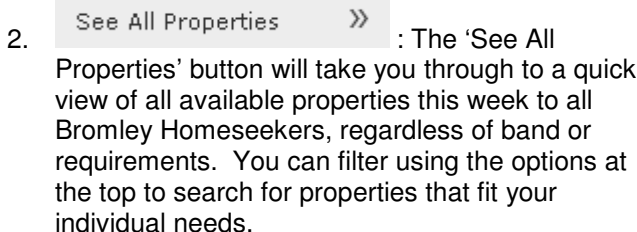
6. You will then be asked if you are living in the London Borough of Bromley. If you live outside of the Bromley borough, your band will be assessed in the same way as for in-borough applicants. We will then normally place your application one band lower than assessed, except that we will not include on the register an application initially assessed as band D.
7. Once you have completed the self assessment you will be taken to your self assessment results page. You can view likely waiting times for people in your band and with similar housing requirements. If you decide that you would like to proceed with Bromley Homeseekers click the 'Register Now' button and you will be taken to the online registration form.

[illegible]



Once you are registered with Bromley Homeseekers you can start looking for properties on the website and placing bids. In order to place a bid you must log in using your User ID and Pin that has been provided to you. In order to view the properties that are available each week you have a number of choices. You can pick up a paper copy of the available properties advertised from the housing reception, main Civic Centre reception or any library in the borough. You can then use these to bid via text or by phone as is explained in the section 'Telephone and text bidding'. You can also do all of this on the Bromley Homeseekers website as explained below:

1. **Results hyperlink** : In order to view the electronic version of the available properties advert click on 'This week's advert and results hyperlink'. You will be able to view results of last week's bidding cycle and look at the next set of properties that are available to bid on for the coming week.



- Click on the 'Login' button on the left hand side of the screen and you will be prompted to enter your User ID and Pin number that was sent to you after you registered with Bromley Homeseekers. Once you have entered this you will be taken to your individual home page. You will be able to view your basic information here on your homepage as well as your recent bid history.

Contact Info

7. **View Properties** : To view the available properties and make a bid click on the 'View Properties' button. The system will automatically bring up the properties that you are eligible for. You can still search through all properties using the filters as explained earlier.

8. **Full Property Info** : If you would like more information about a specific property you can click the 'Full Property Info' button.

9. The full details view will provide you with all of the information that you will need about each property. You will also be able to view a picture of the property and view its location on a map. For a larger map of

the surrounding area click on [Detailed Map](#) and you will be taken to [www.multimap.com](http://www.multimap.com) with a view of the specific post code area.

#### Local Area Info

10. [fromUpMyStreet.com](#) : You can also find out detailed information about the property in relation to the surrounding area by clicking on the 'Local Area Info' link. This will take you to [www.upmystreet.com](http://www.upmystreet.com) where you can find a vast array of information from details of nearby transport links and schools to crime figures and council tax rates.

#### Click here to Bid

11. : Once you have decided that you would like to make a bid, click on 'Click here to Bid'. You will be taken back to your homepage where you will have a notification if your bid has been registered successfully.

You are logged in as: Luke Training	Priority: C , 08/07/2008
Applicant Status: Registered	Bedsizes / Bedspaces: 1 / 0
Date of birth : 07/07/1980	Info:

When you are finished using this site you must log out

[Contact Info](#) [View Properties](#)

**Info** Your bid placed successfully.

[My Current Bids](#) [View Previous Bid Results](#) [Show all in last month.](#) [GO](#)

**Property Still Open For Bidding**

[6677881, 180 High Street, Bromley, London.](#) [Closing Date: 30/08/2008](#) [Withdraw Bid](#) Total Bids:3

12. You are allowed to have up to two open bids each week. If you change your mind about a bid click on [Withdraw Bid](#) on your homepage and then

#### Click here to Withdraw Bid

on the subsequent page. You will then be able to make a bid on another property. There is no limit to the number of times that you can change your mind and withdraw/make bids whilst the bidding cycle is open.

#### Logout



13. : Once you have finished making your bids, make sure that you 'Logout' of your session. **If your bid is unsuccessful, you will not hear from us and should continue bidding on the next cycle. If you have made a successful bid, you will normally be contacted within seven days to view the property.**

## Telephone bidding

In order to access the telephone bidding service you will need to call the Bromley Homeseekers Bidding Line on **0845 863 0625**. You will need to have your User ID and Pin number to hand as well as the advert numbers for any properties that you wish to bid on.

1. Ring **0845 863 0625**
2. Select the language that you would like to hear the instructions in
3. Enter your User ID number
4. Enter your Pin number
5. Press 1 to bid for a new property
6. Enter the advert number of the property that you would like to bid for
7. The system confirms the property you have selected. If this is the correct property, press 1 and the bid will be completed. If it is the wrong property, press 2 and you will be asked to enter the property number again. If you try to bid for a property that you are not eligible for your bid will not be processed and you will be informed of this.

## Text bidding

In order to use text bidding you will need to have your User ID and Pin number to hand as well as the advert numbers for any properties that you wish to bid on. Once you have completed the procedure below you will need to text the message to the following number:

**07786 202 862**

1. Open a new text message on your phone
2. **Leaving no spaces**, enter the following information: 'bid', '#', your User ID number, '#', your pin number, then for each property you are bidding for, '#' followed by the property advert number  
For example, if your User ID is 876543 and your Pin is 010175 and you want to bid for two properties with advert numbers 777123 and 888345 your message will be: **bid#876543#010175#777123#888345**
3. Check that you have entered all of the numbers correctly and press 'send' on your phone. Type in the number **07786202862** and send your message  
If you have completed stages 1-3 correctly, you will get a message from us within an hour telling you whether your bid is valid or not. If your reception on your phone is poor, this confirmation message may be delayed until you are in area with a stronger signal.

If you have any questions, have any difficulty with the system or have lost your User ID or Pin number then please contact the Housing Solutions Team on **020 8313 7686** who will be able to assist you, or come to the Housing Department at **Joseph Lancaster Hall, Civic Centre, Stockwell Close, Bromley, BR1 3UH**

If you notice any mistakes or issues with this user guide, please let us know using the details above.